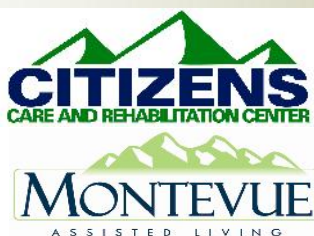


July 2011

Volume 4, Issue 2



Family Matters

News From the Executive Director by Collier Baird

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Believe it or not, I have been here as Executive Director for two months – the time has flown by. I want to thank our residents and families for welcoming me into this community, for your support, words of kindness and encouragement, and for letting me know your feelings – feelings about the future of Citizens/Montevue, feelings about our employees, recommendations, and feelings about the love and care daily provided by our staff. I appreciate hearing from you and I hope to keep communications to and from you wide open. And then there is the spirit of this community – what a positive spirit! I have noticed such a “can do” spirit amongst our staff, even when faced with the many rumors and news articles about us.

Let me bring you up to date:

1. It looks like we may be moving into the new building in March. The project has slid back due to some unforeseen construction challenges. But let me tell you.... It will be worth the wait!
2. We are in the process of obtaining a management company for the new 16 bed Ventilator Unit. Potential vendors have actually visited the new building, seen the vent unit, and tell us that we are on course to have an excellent product.
3. We have put out a request for proposal for a dining management company and a decision has not been made at this time. While we are very proud of the wonderful staff and leadership in the Kitchen, and the food they provide our residents, it may be possible that there would

be significant savings using an outside company. We will let you know when a decision is made but rest assured that quality of food is not to be compromised.

4. We are in the process of hiring an Admissions Nurse who will be in the hospital daily developing admissions for us. This should help census and expedite the admissions process.
5. This summer, we will hire an RN Education Nurse to help with staff training needs and prepare us for the new building. Also, we will be hiring a Program Manager for the Dementia Unit in the new building, to develop the dementia program and services and prepare us for the new dementia unit in the new building.
6. We will begin providing Rehabilitation Therapy Services this month to Montevue residents using our RehabCare staff. This will better unite our healthcare services for all residents and enhance the continuity of care throughout the entire organization.

Meanwhile, our Board of Trustees is working diligently to develop a strategic plan aimed at creating a public/private partnership with the County. What that means is that we want to remain a County owned facility yet operate independently and be financially self sustaining. You may recall that we receive financial support from the County each year and our goal is to eliminate the need for that subsidy. Much thought and planning is being done by our Board and the County and concurrently we are working on revenue development

and cost containment initiatives. We Can Do It!

The Ventilator Unit will be a great source of income to us and additionally we have applied to the State to provide “out patient therapy” services to residents who leave us but need more therapy when they have gone home. Also, we will be able to provide services to people living in the surrounding community who need therapy – both will be a good source of revenue for us.

In the new building we will be increasing our Medicare A census and the big news is that there will no longer be any three bed wards! We have struggled filling beds because of these three bed rooms. Thus you can be sure our census will climb – not to mention people will want to be here because of the care we give and the beautiful new building.

There’s a lot going on to get ready for our move and to build a strong financial future for this organization. We are dedicated to making this a self sustaining organization – we already know we give great care! So, despite rumors you hear about us in the newspapers, we are in close contact with the Board of County Commissioners and have promised them we will have a plan that demonstrates that we will be a great public/private partner with them.

I will do my best to keep you informed of our progress and any changes but I ask that you continue to share your ideas with us on how we can be even better – in whatever way. I want to hear from you – I care about you, our residents, and our future. Our Board of Trustees cares very much about our residents, too, and is working to ensure a bright future for us.

*Understanding the Care Plan Process:
What Exactly IS a Care Plan?
(part 2 of a 3-part series)*

At Citizens, we complete a full evaluation of each resident's condition within 14 days of admission. An assessment evaluates the resident's physical and mental condition as well as the person's functional ability to care for himself (so-called activities of daily living or ADL's such as walking, eating, dressing, toileting, bathing, etc.). The assessment also includes the resident's strengths and should identify goals that will enable the resident to maintain his highest functional level.



Once the assessment is completed, an individualized care plan is developed. This care plan identifies an area that the interdisciplinary team believes needs attention. The goal for that particular area, the approaches that the team will take to achieve that goal, and the evaluation of progress are all part of this individual plan of care. Residents may have multiple areas to be addressed, and each area will have its own specific set of approaches and

evaluations. These care plans provide a road map for the team to follow.

The care planning meeting, scheduled within two weeks of admission and then every six months after that, allows families to be an integral part of the resident's journey to recovery or to maintaining their highest functional level.

Families help us understand what the resident likes and dislikes and his habits and lifestyle while at home. We can better accommodate preferences and can

make the journey more successful if we know more about the resident. For example, if the resident has always been a night person and hates getting up early, the care plan may include later times for getting up, bathing and dressing. Each person's care plan should be different, reflecting that person's needs and designed to meet the his or her needs and preferences.

Care Plan Meetings are currently held every Tuesday, and families are wel-

come and encouraged to attend. Because we have some family members who take breaks from work to be present, we make every effort to keep to the allotted time for each resident. However, department leaders are always available to discuss any concerns, questions, or potential road-blocks that may be perceived. It is important that you have regular conversations with the aides, nurses, and other caregivers about your loved one so they understand and know her history, interests, and daily routines.

If you are out of the area or otherwise unable to be present, a conference call may be coordinated during your loved-one's scheduled care plan time. If, for some reason, you are absolutely unable to participate, we would be more than happy to have a staff member contact you to review those things discussed in the care plan meeting so that you are up to date.

We look forward to working with you!

The Citizens/Montevue Board of Trustees: An Introduction

by: Dr. Sonja Sperlich, Chairman

The Citizens/Montevue Board of Trustees, established by the Frederick County Commissioners, acts as a policy-making body to establish all administrative policies and procedures related to the efficient and effective operation of the two facilities. The Board is responsible for assuring the provision of high-quality nursing, rehabilitative and assisted living care for all residents, promoting other quality services for the residents through its facilities and programs, and employing and directing an Executive Director.

Nine volunteer members who are residents of Frederick County serve on the Board, as does one County Commissioner, Mr. Blaine Young. Board members are appointed by the County Commissioners and serve a 3-year term; however, they may be reappointed for two more 3-year terms. The Board, which meets on the 3rd Monday of each month, is currently chaired by Dr. Sonja Sperlich.

One of the Board's highest priorities is a smooth transition to the new facility in 2012. Therefore, the Board engaged the services of consultant Collier Baird, who was recently promoted to the position of Executive Director. This effort requires considerable planning and coordination. Not only must the building be completed on schedule, but also the appropriate testing must be held successfully and all required permits and certifications must be received before any resident can be relocated. It is a very large challenge.

All of this is underway during a time of great change in the County, with newly elected Commissioners and times of major economic challenges. Fortunately, in 2010, the Board completed a Strategic Plan. Due mostly to economic challenges, the Commissioners informed the Board that operating costs for Citizens & Montevue had to be reduced. In response, the Board recommended changes, based on the Strategic

Plan, including implementation of a new employee wage, salary and benefit structure, and reorganization of the facilities under a new Executive Director. The Commissioners voted their approval and these changes are now underway.

The goal of the Board is not only to reduce costs but to enhance the revenue of the facility. Thus in the new facility, we plan to add two new Care Centers—a Ventilator Center and a secure Dementia Center. Other ways to increase our revenue are also under consideration.

The move to our new facility brings with it both challenges and opportunities, and the Board is working in partnership with the BOCC to meet both successfully. Our goal is to always ensure the provision of high-quality health care for our residents who are Frederick County citizens. In partnership with the County, we expect to achieve this goal.

Montevue Update

by: Diane Grove, Administrator



It seems as though time is racing by. We have undergone many new and exciting changes here on the Montevue Assisted Living (MAL) side of the Campus and expect more positive changes to come as we work alongside

Citizens to prepare for the move to our new facility. We are all busy working to integrate services that are offered throughout the Montevue/Citizens Campus to gain efficiencies and enhance the quality of care and services that we offer to all of our residents. We are expecting to be able to move our residents into their new

home in March 2012. The new Montevue side of our Campus will offer 75 private efficiency apartments with private baths, refrigerators, and microwaves. The Commissioners have agreed to allow us continue to offer a subsidy to 60 Frederick County residents who are in need while also expanding our services to 15 private pay residents.

Our new beautiful two-story secure facility will also offer access to on site Podiatry, Dermatology, and Dental services. There will be a shared Gift Shop, Beauty/Barber Shop and Chapel. Also available will be a large Resident Dining

Room, Private Dining Room, Library, three Day Rooms, two Enclosed Courtyards with water features, and a large Recreation Area (equipped with a resident computer lab and cooking area) which will enable us to provide a wide variety of daily activities. Our Assisted Living will continue to offer licensed professional staffing daily along with Geriatric Nursing Assistants and Certified Medications on site 24 hours/day 7 days/week.

We are all very excited about our future here at Montevue, and very much looking forward to continuing to serve the residents of Frederick County. Please tell your friends about us and share this newsletter!

Auxiliary Donation Provides Nourishment



The Citizens' Volunteer Auxiliary recently donated four nourishment carts to the resident care areas so that snacks can be served more easily to residents between mealtimes. Pictured left to right are Grace Winpiger, Jennie Sue Pearson, Ann Falconi, Troy Michael (Certified Dietary Manager), JoAnne LaCoste, Jessie Fisher, and resident Betty Cabbage.

You May Have Noticed...

Citizens has a new social worker on board!

Bethany Bachtel, LGSW, joined our care team on June 20th, and is

excited to meet and work with our residents and families.

Bethany has a Bachelor's degree in social work from McDaniel College in Westminster, where she also minored in Gerontology. She earned her Master's in Social Work (with a specialty in clinical aging) from the University of Maryland, Baltimore. Bethany grew up in Westminster on a beef cattle farm, and has always enjoyed helping others.

After completing internships at Carroll Lutheran Village, West End Adult Day Services, and the Carroll County Department of Aging, Bethany knew that she truly wanted to pursue work with the aging population. She hopes to sit for her LCSW-C in a couple of years after she completes the requirements for licensure.

Bethany can be reached by calling (301) 600-3732 or e-mailing her at:

bbachtel@frederickcountymd.gov.





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Frederick MD 21702

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355 Montervue Lane
Frederick MD 21702

Phone 301-600-1582
www.frederickcountymd.gov/montervue

Where You Can Find Out More About Us!

Website: www.frederickcountymd.gov/citizenscenter

Facebook:

<http://www.facebook.com/pages/Citizens-Care-and-Rehabilitation-Center/194314333932226>

FCG-TV: Comcast Cable Channel 19

*We **MUST** Have your E-mail In Your Loved-One's Record by August 1, 2011!!*

If you have an e-mail account, it is **CRITICAL** that we have a current e-mail address on record for you no later than August 1, 2011. As we prepare to move into the new facility, we will be making many decisions which you will need to be kept informed of. We will be deciding where residents will be placed within the care neighborhoods, who their suitemate will be, and what level of care they will require. If we don't have a way to get information out to you quickly, you may not get important updates and information. If you don't have e-mail, please make sure we have whichever phone number is easiest at which to reach you. Thank you!

Without this information, we can not guarantee that you will receive all important information related to your loved one.

Did You Know...

Family Seminars are scheduled for:

Thursday August 25, 2011

Thursday November 10, 2011

You may attend at either

1 p.m. or 7:30 p.m.

Please don't miss your chance to find out, first-hand, the exciting things coming for your loved one and our community!